

**STATE OF COLORADO  
COLORADO WORKFORCE DEVELOPMENT COUNCIL**

**CONTINUOUS IMPROVEMENT MANAGEMENT SYSTEM (CIMS)**

**Executive Summary**

To meet the challenges of Colorado's competitive and changing economy the state's workforce investment system must be prepared to respond to the business and worker communities. Additionally, in order to compete in the international marketplace Colorado's workforce investment system must continually improve its performance. Colorado's Workforce Development Council (WDC) oversees the state's workforce investment system and implements this Continuous Improvement Management System (CIMS) to promote continuous improvement activities and performance excellence in workforce development.

Through Workforce Investment Act (WIA), funds are made available to recognize continuous improvement efforts. The goal of CIMS implementation is to provide incentives to Workforce Investment Boards (WIB) s and Workforce Centers to continually improve their operations and to raise the profile of Colorado's One Stop Centers. All CIMS processes begin with the question "What can we do better in workforce development?"

Through CIMS, Colorado will recognize and reward WIBs in the following three areas.

**I. Performance Incentive (PIA)**

PIA rewards Workforce Center efforts towards meeting WIA performance measures.

- A. Performance Standards Award – for meeting the 17 measures.
- B. Performance Excellence Award – for exceeding the 17 measures and contributing to state performance.

**II. Innovation In Leadership and Service Delivery (ILSD)**

ILSD acknowledges Workforce Center efforts towards meeting Colorado Performance Excellence criteria, strengthening operations and value for tax payer dollars.

**III. Partnership**

- A. Business Recognition
- B. Agency Recognition

Partnerships with businesses and agencies are essential to workforce development success. Local recognitions are awarded annually by the OWD.

The focus of CIMS is on results, not procedures, tools, or organizational structure. Local WIBs are encouraged to develop and demonstrate creative, adaptive and flexible approaches to meeting the basic performance requirements and to continuously improve their workforce investment area activities.

Funding for CIMS awards is determined by the WDC on an annual basis.